

Clubhouse Manager (Parliament Station)

Updated June 2018

Position:	Clubhouse Manager (Parliament Station)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, City General Manager (Melbourne)
Start date:	Mid April 2019
Probationary period:	6 months from original start date
Location:	Parliament Station (Melbourne)
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

The purpose of the role:

The purpose of this role is ensure the smooth operations across our member clubhouse; Parliament Station. Reporting to the City GM, you will motivate, inspire and lead your teams to continually exceed business objectives, financial targets and member deliverables.

The Clubhouse Manager has exceptional interpersonal skills, people management experience, and is an excellent communicator. In their role, they take the lead on ensuring the local clubhouse is a collaborative environment that is fully operational whilst driving retention, growth and promotion of Hub's member services.

The Clubhouse Manager leads the local team to live our values, realise our brand promises and develop and nurture staff for individual and team success.

Areas of responsibility:

Community Cultivation and Clubhouse Management

- Manage all building operations to ensure the highest level of member satisfaction possible
- Be an advocate for Hubs policies and procedures to members, including but not limited to; membership agreements and billing procedures
- Run monthly billing for your clubhouse; manually generating invoices when member pay on invoice
- Solve member-related issues to ensure a cohesive community and manage member expectations
- Resolve member complaints regarding other members, referring to Hub's member policies and T&C's where applicable
- Meet with members to resolve issues, process incidents as they arise and other issues of complexity
- Develop community initiatives designed to create connections between members, including member introductions, overseeing events, electronic and print communications, and building walkthroughs
- Identify opportunities and act on them to connect members
- Oversee events to ensure there is a good balance topical, charitable and member related events at a local level
- Make recommendations to our physical space on any repairs, maintenance or updates required for the clubhouse
- Know and be able to implement member safety plans, i.e. fire and emergency plans.

Member Retention & Development

- Take responsibility for member retention metrics, implementation of initiatives to improve stats and work towards 100% occupancy

- Assisting the New Member Lead and City GM with local clubhouse sales
- Leading weekly clubhouse tours and tours for special guests of Hub
- Liaise with New Member Lead, Community Lead and Marketing Team to ensure effective marketing and sales strategies for Hub locally and nationally
- Liaise with local team around the content, production and distribution of marketing and publicity materials
- Manage and maintain relationships with vendors and landlords.

Nurture a thriving team culture

- Work with Local teams to deliver a customer experience so great that people want to recommend us to others. Ensure that teams have accurate and timely metrics
- Support learning, training and development for staff (in liaison with Hub Australia team) to ensure employee satisfaction and retention
- Ongoing policy development and system trainings documented via our internal learning platform and wiki
- Facilitate open and ongoing conversations amongst the team around feedback and improving our personal and collective performance
- Conduct quarterly coaching sessions with all direct reports with monthly follow ups
- Work with Hub Australia HR and City GM where necessary, to hire and onboard the team
- Attend, coordinate and optimise meetings
- Support the company in its ongoing B-Corp certification
- Living and breathing our values: Collaboration, Accountability, Resourcefulness Adaptability, and Beyond Profit.

Systems Improvement and Optimisation

- Develop and improve systems and procedures that allow the business to scale whilst improving the member and staff experience

- Ongoing improvement of policy and procedures to improve company effectiveness and reduce areas of risk and inefficiency
- Develop new systems and products that provide a connected member experience that maximises retention and lifetime customer value
- Maintain general oversight to ensure accuracy and ongoing documentation of relevant records and contracts.

Manage Clubhouse Expenses

- Ensure the clubhouse sits within budgeted expense forecasting
- Providing end of month analysis for management
- Provide visibility regarding overall financial health of the company over monthly, quarterly and annual cycles
- Ensure financial metrics for the team are easily accessible and constantly improve their relevance and timeliness
- Assist with the preparation of budgets and coordinate regular variance statements.

Important Metrics:

- Expenses in line with budget forecasts
- Hub Health Index (otherwise known as a Net Promoter Score)
- A happy team, as measured through our monthly Hub pulse indicator.

Required Skills / Experience:

- Minimum of 3 years experience in managing a busy team
- Excellent communication skills (stakeholder management)
- Experience in P&L ownership - you will manage expenses for an entire clubhouse
- Previous experience at managerial level in a coworking or shared office provider highly regarded.

What you'll be rewarded with:

- Being a key member of an energetic, dynamic and fun national team.
- The satisfaction and challenge of enabling an inspiring and diverse network of over 1000 members nationally and connecting them globally.
- Being part of a B-Corp certified company with a vision and plan to make a difference.
- Two paid days per year on company time to undertake volunteering plus a day off within your birthday month.
- Work from one of the coolest workplaces in town.
- Phone allowance and use of a (Hub owned) MacBook.
- Personalised training and development program.

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with Clubhouse Manager (Parliament Station) in the headline.

We look forward to hearing from you.